



# Release Notes for *Cisco Finesse Release 8.5(3)*

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February 9, 2012

## Contents

- *Introduction, page 2*
  - *Hardware and Software Specifications for Cisco Finesse 8.5(3), page 2*
  - *Related Documentation, page 2*
  - *Cisco Finesse Installation, page 3*
  - *Cisco Finesse Log Files, page 3*
  - *Cisco Finesse Applications, page 4*
- *New and Changed Information, page 4*
  - *Desktop Controls in this Release, page 4*
  - *Supervisor Controls in this Release, page 4*
  - *Administrative Features in this Release, page 5*
  - *APIs in this Release, page 5*
  - *Notifications in this Release, page 6*
- *Important Notes, page 7*
  - *Upgrade, page 7*
  - *One Desktop Session Supported Per Agent, page 7*
  - *Conference Limitations, page 7*
  - *Wrap-up and Conference/Transfer, page 7*
  - *Silent Monitor Limitations, page 7*
  - *Localization, page 7*
  - *Compatibility View, page 8*
- *Open Caveats in This Release, page 8*



- [Resolved Caveats in This Release, page 8](#)
- [Documentation Feedback, page 9](#)

## Introduction

These release notes describe new features, requirements, restrictions, and caveats for Cisco Finesse Release 8.5(3). Before you install Cisco Finesse, we recommend that you review this document for information about issues that may affect your system.

## Hardware and Software Specifications for Cisco Finesse 8.5(3)

**Agent Phones:** Agent phones can be Cisco IP *hard* phones or Cisco IP Communicator *soft* phones.



Note

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This release does *not* support 89xx and 99xx series phones. Multiline is not supported and must be disabled on all phones.

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**API Software:** You can run API requests and view responses using two utilities, which you can download: Pidgin and Poster. Find details in the *Cisco Finesse Web Services Developer Guide*, which you can open from the Finesse Documentation page on the [Cisco Developer Network](#).

**Browser Software:** The Finesse desktop is qualified to run on Internet Explorer 8.0 on Windows XP (Service Pack 3 or later) or Windows 7. (**Note:** The Finesse desktop does not support Compatibility View.) The following table lists the supported platforms and browsers.

Operating System	Browser	Recommended Version
Windows XP (Service Pack 3 or later)	Internet Explorer 8.0	Version 8.0.6001.18702 or later
Windows 7	Internet Explorer 8.0	Version 8.0.7600.16385 or later

**Cisco Unified Contact Center Enterprise (Unified CCE):** Cisco Finesse requires Release 8.5(3) of Unified CCE.

**Cisco Unified Communications Manager (Unified CM):** Cisco Finesse requires Release 8.6(1) of Unified CM.

**Hardware:** Click [here](#) for information about the system hardware requirements for Unified Communications servers. For virtualization information for Cisco Finesse, go to [http://docwiki.cisco.com/wiki/Virtualization\\_for\\_Cisco\\_Finesse](http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Finesse)

**Load and Capacity:** Finesse is qualified to support up to 1800 agents and 200 supervisors (for a total of 2000 users) per Finesse server pair. Finesse supports up to 30 calls per hour, per agent.

## Related Documentation

Cisco Finesse documentation is available from the Finesse page on Cisco.com:

[http://www.cisco.com/en/US/products/ps11324/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html)

This documentation includes

- These release notes
- The *User Guide for the Cisco Finesse Administration and Serviceability Consoles*
- The *Cisco Finesse Installation and Getting Started Guide*
- Open Source licensing information



Note

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The Finesse Agent Desktop is designed to be intuitive. It does not require a user guide or online help.

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Developer information is available from the Finesse page on the Cisco Developer Network (requires sign in with Cisco.com user ID and password):

<http://developer.cisco.com/web/finesse/home>

The Cisco Developer Network provides API documentation (*Cisco Finesse Web Services Developer Guide*), a blog, and forums.

Troubleshooting tips for Cisco Finesse are available on DocWiki at:

[http://docwiki.cisco.com/wiki/Troubleshooting\\_Cisco\\_Finesse](http://docwiki.cisco.com/wiki/Troubleshooting_Cisco_Finesse)

For the most up-to-date documentation for all Cisco Unified Contact Center products, go to the Cisco web page for Cisco Unified Contact Center products:

<http://www.cisco.com/cisco/web/psa/default.html?mode=prod>

Select Voice and Unified Communications > Customer Collaboration > Cisco Unified Contact Center Products.

## Cisco Finesse Installation

Cisco Finesse is installed on a Virtual Machine and runs on the Cisco Unified Voice Operating System platform, similar to Cisco Unified Communications Manager. This platform does not support navigation into, or manipulation of, the file system.

To install Finesse, you must first obtain the Finesse installer and the Cisco Finesse Open Virtual Archive (OVA) file. You must purchase the Contact Center Enterprise NFR Kit to get the installer. You can obtain the Cisco Virtual Server (OVA) files needed to create a Virtual Machine from <http://www.cisco.com/cisco/software/navigator.html?mdfid=283613135&i=rm> (select Cisco Finesse from the list of Unified Contact Center products).

You can find detailed installation instructions in the *Cisco Finesse Installation and Getting Started Guide*, which you can open from the Finesse Documentation page on [http://www.cisco.com/en/US/products/ps11324/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html).

## Cisco Finesse Log Files

Finesse supports CLI commands for collecting log files. For more information, see the *Cisco Finesse Installation and Getting Started Guide*, which you can open from the Finesse Documentation page on [http://www.cisco.com/en/US/products/ps11324/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html).

## Cisco Finesse Applications

Cisco Finesse provides the following applications and tools:

- A web-based desktop application for agents and supervisors (the Finesse Agent Desktop). Agents and supervisors access the desktop by directing their browser to the following URL: `http://hostname/` (where *hostname* is the hostname or IP address of the Finesse server).
- A web service that provides contact center agent desktop functionality via a REST-like interface (for more information, see the *Cisco Finesse Web Services Developer Guide*).
- An administration console for the configuration of system settings (such as CTI server, Enterprise Contact Center server, and cluster settings), wrap-up reasons, and reason codes. Administrators access this console by directing their browsers to the following URL: `http://hostname/cfadmin` (where *hostname* is the hostname or IP address of the Finesse server).
- CLI access for reviewing and maintaining (stop, start, or restart) services.

## New and Changed Information

### Desktop Controls in this Release

The Cisco Finesse Agent Desktop includes controls that allow an agent to perform the following actions:

- Sign in and sign out
- Answer a call
- Place a call on hold
- Retrieve a held call
- Make a call
- Initiate a consultative conference
- Initiate a consultative transfer
- End a call
- Change agent state (to Not Ready, Ready, and so forth)
- Select a reason code when changing to Not Ready state or signing out
- Select a wrap-up reason for a call
- View call variable information
- View error messages

### Supervisor Controls in this Release

The Finesse Agent Desktop provides the following features for supervisors:

- Team performance—A supervisor can select a team from a list and view the agents on that team and their states (Ready, Not Ready, Talking, and so forth).
- Silent Monitoring—A supervisor can select an agent who is in talking state and click a button to monitor the call.

## Administrative Features in this Release

Cisco Finesse Release 8.5(3) provides access to an administrative console that allows administrators to configure the following:

- Primary and backup CTI server settings
- Enterprise Contact Center server settings (Administration & Data server database)
- Cluster settings (secondary Finesse node)
- Not ready and sign out reason codes
- Wrap-up reasons
- Call variable layout on the Agent Desktop
- Gadget layout on the Agent Desktop

## APIs in this Release

The Web 2.0 application programming interfaces (APIs) in this release are:

### Desktop APIs

- User APIs
  - User - Sign In to Finesse
  - User - Sign Out of Finesse
  - User - Change Agent State
  - User - Get User (get a copy of the user object)
  - User - Get List of Users
  - User - Get List of Dialogs Associated with a User
  - User - Get Reason Code
  - User - Get Reason Code List
  - User - Get Wrap Up Reason
  - User - Get Wrap Up Reason List
  - User - Get MediaPropertiesLayout
- Dialog APIs
  - Dialog - Get Dialog
  - Dialog - Get list of Dialogs Associated with a User
  - Dialog - Take Action on a Participant Within a Dialog
  - Dialog - Update Call Variable Data
  - Dialog - Create a new Dialog (Make a Call)
  - Dialog - Make a Consult Call Request
  - Dialog - Make a Silent Monitoring Call
  - Dialog - End a Silent Monitoring Call

- Team APIs
  - Team - Get Object
- Configuration APIs
- System Configuration APIs
  - SystemConfig - Get
  - SystemConfig - Set
- Cluster Configuration APIs
  - ClusterConfig - Get
  - ClusterConfig - Set
- Database Configuration APIs
  - EnterpriseDatabaseConfig - Get
  - EnterpriseDatabaseConfig - Set
- Layout Configuration APIs
  - LayoutConfig - Get
  - LayoutConfig - Set
- Reason Code APIs
  - ReasonCode - Get
  - ReasonCode - Get List
  - ReasonCode - Create
  - ReasonCode - Update
  - ReasonCode - Delete
  - Wrap-up Reason APIs
  - WrapUpReason - Get
  - WrapUpReason -Get List
  - WrapUpReason - Create
  - WrapUpReason - Update
  - WrapUpReason - Delete
- Media Properties Layout APIs
  - MediaPropertiesLayout - Get
  - MediaPropertiesLayout - Set

## Notifications in this Release

This release of Cisco Finesse returns the following notifications:

- User notifications
- Dialog notifications
- Dialog CTI error notifications
- Team notifications

# Important Notes

## Upgrade

Finesse Release 8.5(3) does not support upgrade. This release supports fresh install only.

## One Desktop Session Supported Per Agent

Cisco Finesse Release 8.5(3) supports only one desktop session at a time for each agent.

## Conference Limitations

If an agent or supervisor signs in to the Agent Desktop after being on an active conference with other devices (which are not associated with another agent or supervisor) may experience unpredictable behavior with the desktop because of incorrect call notifications from Unified CCE. These limitations also encompass failover scenarios where failover occurs while an agent or supervisor is participating in a conference call. When failover occurs and the agent is redirected to the alternate Finesse server, that agent may see unpredictable behavior on the desktop. Examples include (but are not limited to):

- The desktop does not reflect all participants in the conference call.
- The desktop does not reflect that the signed-in agent is in an active call.
- Finesse receives inconsistent call notifications from Unified CCE.

## Wrap-up and Conference/Transfer

An agent cannot enter wrap-up data following a completed transfer or a conference call after hanging up because the call is not only cleared, but also completely ended. If an agent wants to enter wrap-up data for a conferenced call, that agent must select a wrap-up reason while the call is in progress.

## Silent Monitor Limitations

Finesse Release 8.5(3) does not support the following scenarios:

- A supervisor using the Silent Monitor feature to monitor another supervisor.
- A supervisor answering an incoming call while using the Silent Monitor feature to monitor another call. The supervisor should end the silent monitor call before answering the incoming call.

## Localization

Cisco Finesse Release 8.5(3) is English-language only. The interface is not localized.

## Compatibility View

Compatibility View in Internet Explorer 8.0 is not supported for the Finesse Agent Desktop or the Finesse Administration Console. Perform the following steps to ensure your browser is not running in Compatibility View:

1. In your browser, choose **Page > Compatibility View Settings**.
2. On the Compatibility View Settings, ensure the **Display intranet sites in Compatibility View** checkbox is unchecked.

## Open Caveats in This Release

Open caveats in this release of Cisco Finesse include these internally-found items that have been identified.

Identifier	Headline
CSCtu39381	Supervisor subscriptions are not cleaned up on signout
CSCtv26726	Improper Restoration Conference Call for Unmonitored Devices After Login
CSCtv84926	Logging in with offline device caused timeout error
CSCtt29351	Refresh on Internet Explorer 8 with Finesse increases memory usage
CSCtw79369	User is not prompted for credentials but is redirected to desktop UI
CSCtw87233	Call state of an initiating dev not consistent before & after failover
CSCtw87433	CTI Server error code returns incorrect errorCode

## Resolved Caveats in This Release

In general, you can find the latest resolved caveat information through Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.



### Tips

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release.

To access the Bug Toolkit, log onto

<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>

Identifier	Headline
CSCtu96888	Missing CSTA_CONNECTION_CLEARED



## Using Bug Toolkit

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

### Procedure

To use the Software Bug Toolkit, follow these steps:

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- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field then, click **Go**.  
Alternatively, under “Select Product Category”, choose Voice and Unified Communications; or, under “Select Products” choose Cisco Finesse and then choose the “Software Version” you are interested in.
- For information about how to search for bugs, create saved searches, create bug groups, and so on, click **Help** in the Bug Toolkit window.
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## Documentation Feedback

You can provide comments about this document by sending e-mail to the following address:

[mailto:ccbu\\_docfeedback@cisco.com](mailto:ccbu_docfeedback@cisco.com)

We appreciate your comments.

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